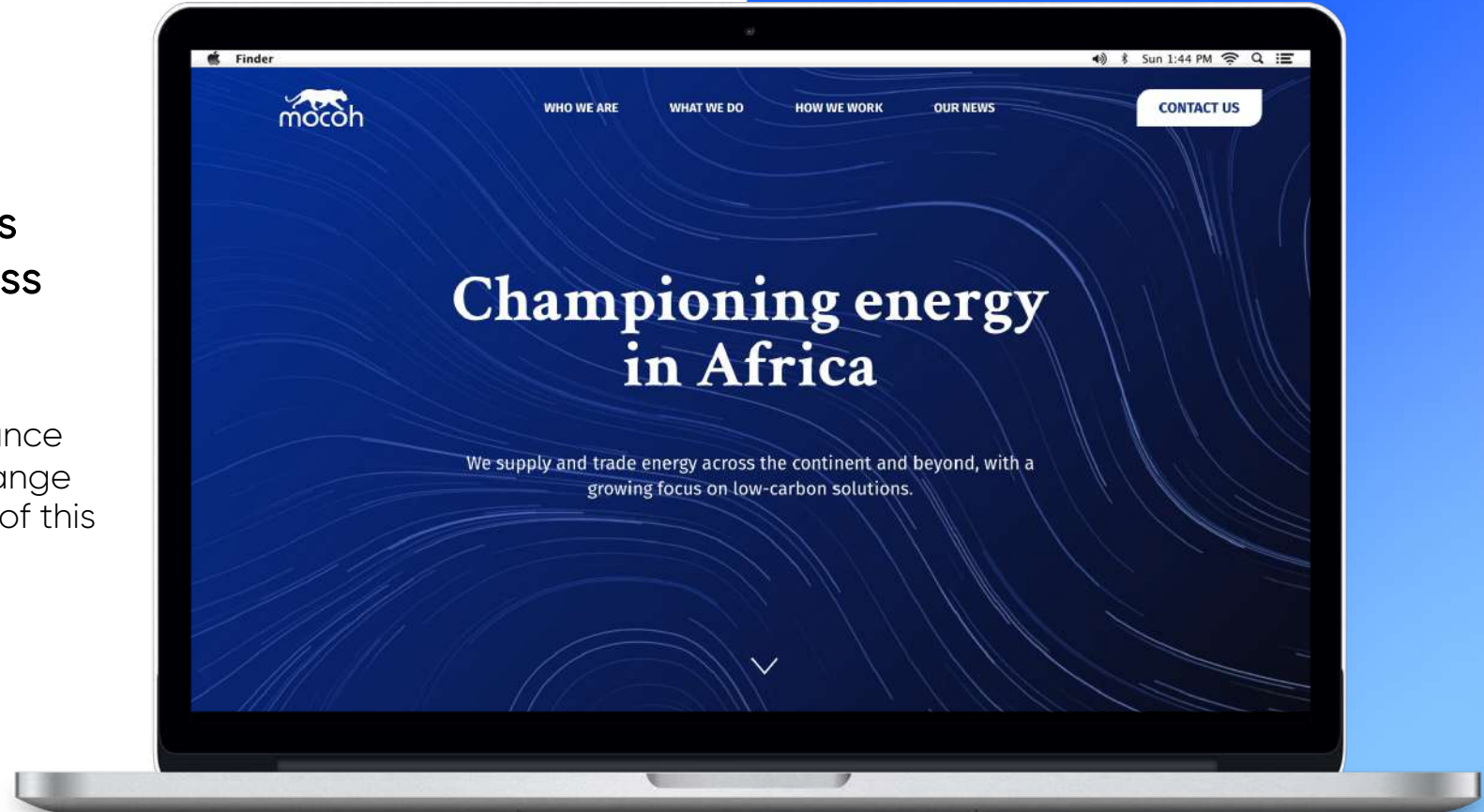


# Mocoh

Mocoh is using Check to facilitate its KYC onboarding and renewal process for all counterparties.

We asked COO Mike Shaw, and KYC & Compliance Officer Liza Falzon, to explain the drivers for change and key results achieved through digitalisation of this process.



# About MocoH

For over 23 years, MocoH has specialised in trading and supplying energy to customers across the African continent, with a growing focus on cleaner, more sustainable energy solutions for a lower carbon future.

01/

With a global team of over 50 employees working out of 14 offices worldwide, the business has sustained consistent growth by expanding and diversifying its operations into new regions and sectors.

03/

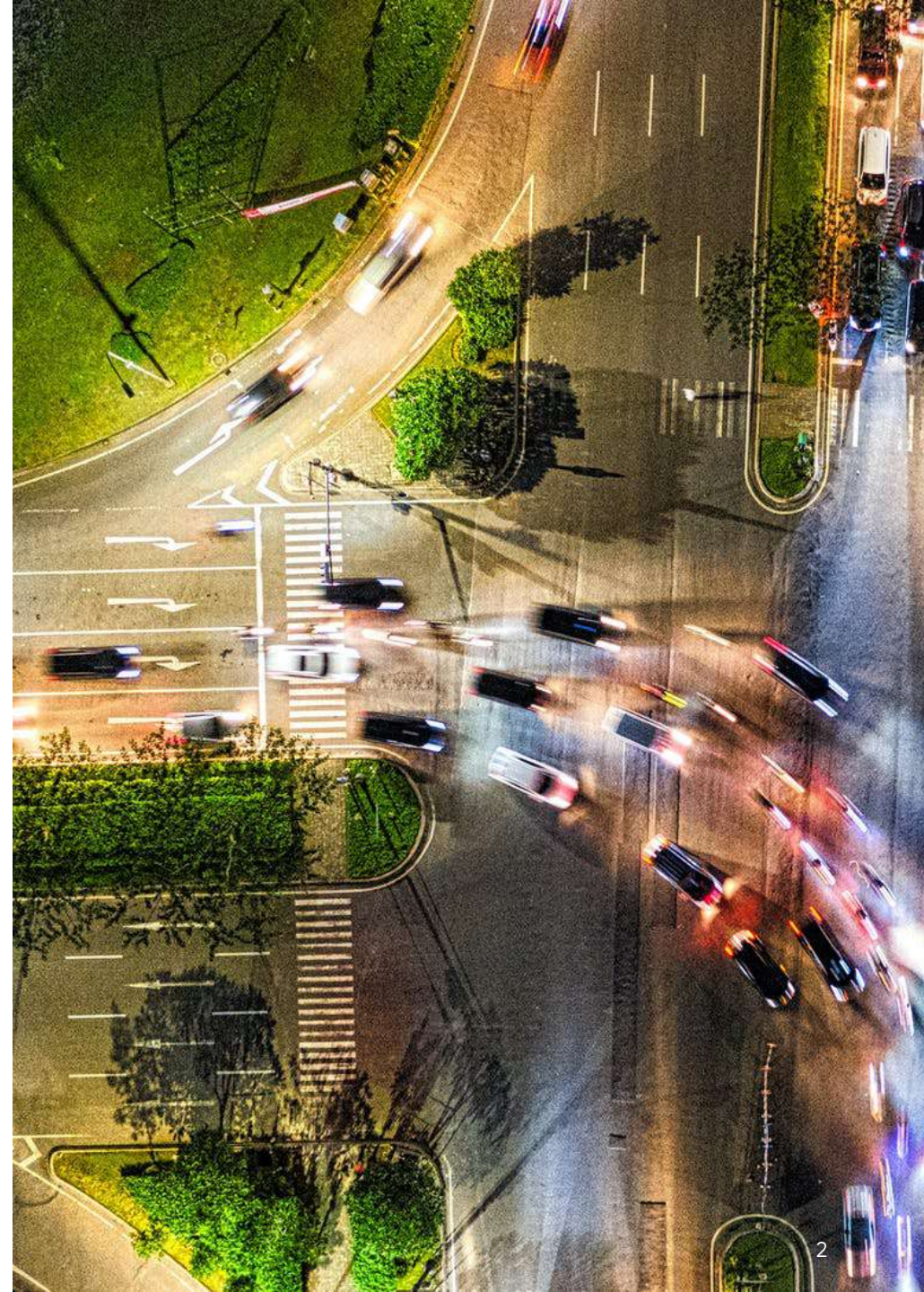
As its business grows, MocoH's challenge has been to support the increasing number of clients, and maintaining an up-to-date picture of existing counterparties.

02/

MocoH supplies over 5 million tonnes of crude and refined products per year to customers across its sphere of activity.

04/

This made having a robust customer onboarding and KYC process essential to the company's strategic objectives.



# Their Needs

Compliance and transparency are core to MocoH's integrity, and to the strength of its partnerships. Client onboarding and KYC requirements are increasingly complex and time consuming. MocoH is building a platform for growth, the KYC onboarding process is a key component of this.

01/

Increase automation and improve efficiency by having a robust internal process in place that enhances and streamlines existing ways-of-working.

02/

Centralize all KYC data, thus improving access to information, ensuring greater transparency and compliance, and enhancing governance processes.

03/

Reduce manual intervention and speed up the KYC process through digitalisation.

04/

Improve the MocoH customer experience by providing an elegant and secure portal to facilitate onboarding and renewal.

“Our objectives were: streamlining the process, automation, improving workflow and consistency.”

“With teams working all over the world, we need a structured approach.”

Mike Shaw, COO  
MocoH

# Simply Know Your Customer

Komgo's Check solution delivers a simple and elegant way to onboard counterparties and manage KYC, supporting the end-to-end process for both corporates and banks.

01/

Create digital KYC forms and questionnaires to receive structured data back from counterparties.

03/

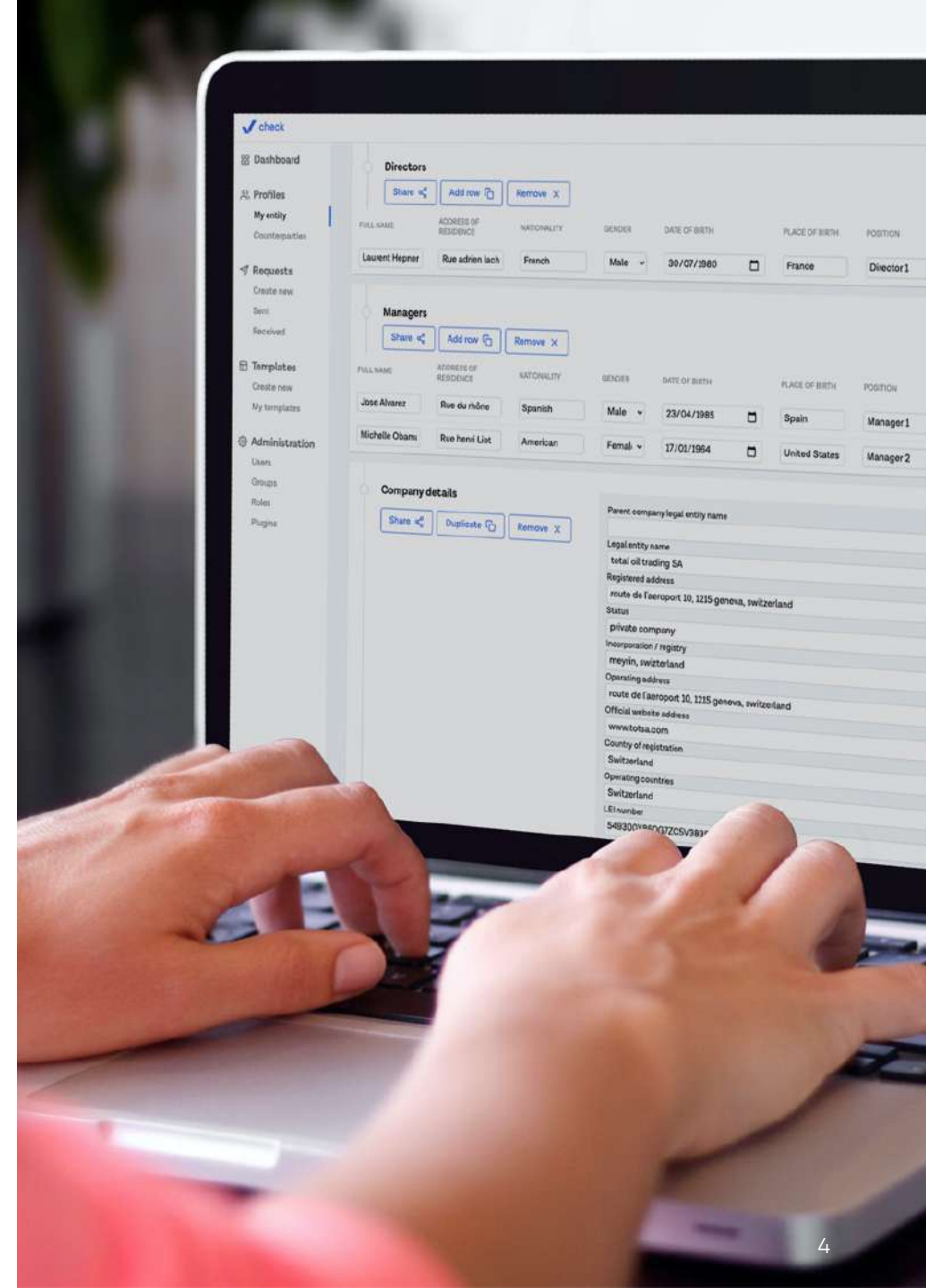
Monitor progress via interactive dashboards, and benefit from visibility on the audit trail.

02/

Send requests and receive responses via the user-friendly counterparty portal.

04/

Integrate with internal systems or third-party data sources to facilitate initial and ongoing screening.



# Feedback and Results

**By implementing Check, MocoH has achieved its primary objectives of bringing greater consistency, accuracy and transparency to the onboarding and renewal process.**

## 01/ Greater Efficiency

Time taken to onboard a client has improved greatly, driven by a reduction in manual and repetitive steps.

## 03/ Transparency & Governance

Senior management has gained visibility on each counterparty across the business, as the data from Check supports monthly reporting requirements.

## 02/ Accuracy & Traceability

Email traffic has reduced significantly, and interactions are more easily followed and viewed because counterparty communication is managed entirely on-platform.

## 04/ Reinforced Compliance

All new counterparty organisations and individuals are screened using a third-party data provider integrated directly with the Check API.

100%

of KYC flows  
managed through Check.

48

Hours  
to onboard a new CP.

500

CPs Screened

1'500

Emails Reduced

“Check has become integral to our business operations. We’ve achieved more than we expected.”

Mike Shaw, COO  
Mocoh

“Check is not only used to request and find information, we also use it to store all the information we have on our counterparties – it’s our single source of truth for reporting purposes.”

“It is also great for accessing historical information, because rather than going back through emails and searching for documents, we now have everything in one place.”

Liza Falzon, KYC & Compliance Officer  
Mocoh

Simply Know Your Customer

# Ask Your Digital Agent

Request Consultation